

*Crown Events and Conferences*

# INTERNET SERVICE



## SERVICE OPTIONS

### COMPLIMENTARY WI-FI

Crown's Wi-Fi service is available throughout the hotel and event public spaces. This service:

- Has bandwidth shaping of 2Mbps download and 2Mbps upload.
- Requires individual users to subscribe (free of charge) to the service via a log-in page, and agree to a set of terms and conditions. Users need to resubscribe (free of charge) to the service after 2 hours or once their 500MB download limit has been reached.
- Is delivered by in-house wireless access points.
- Is suitable for basic internet browsing.
- Registered hotel guests can access the Crown Hotels Wi-Fi service throughout the event areas.

### ADDITIONAL OPTIONS FOR EVENTS AND CONFERENCES

For an advanced internet service, Crown Events and Conferences offer a variety of packages, both wireless and wired, in our function rooms.

Services range in price depending on the speed of the service required. Custom services including custom SSID and password facilities can also be provided through our dedicated pipe option.

### INFORMATION PERTAINING TO CROWN MELBOURNE INTERNET SERVICES

- "Device" is defined as any device that has wired or wireless network capability including smart phones, tablets/slate, laptop computer.
- Number of devices that the package is suitable for is a recommendation only. Please assess your internet requirements and choose a package accordingly. Please note that individual attendees may connect multiple devices and this should be taken into consideration when purchasing a suitable package. Crown Melbourne takes no responsibility for packages selected that do not cover your internet requirements.
- For webcasting and video streaming requirements, Crown Melbourne recommends using the custom internet service options.
- It is recommended for keynote speakers or large presentations, that a package is purchased separately from that required for general guest attendees.
- All internet services are used at the customers own risk. Crown Melbourne does not guarantee the stability of the service provided to us by a third party.

- All customer provided network equipment such as routers, switches, firewalls, servers required to be connected into our wired network must be disclosed to Crown Melbourne in advance. Crown Melbourne will not manage, monitor or support any of these devices. Should it be discovered that these devices pose either a security risk or create network issues, they will be disconnected, removed or disabled.
- All electrical items must be tagged and tested to comply with Australian standards.
- For our full terms and conditions, please refer to Crown Internet Access terms of use located at the end of this document.



## Custom Internet

# PACKAGE OPTIONS

The custom Wifi internet option allows for a personalised SSID & password tailored to meet the needs of your event in terms of coverage, speed, number and density of concurrent users.

The custom Wired internet option allows customers to directly connect their own devices to open internet  
(Equipment such as routers, switches, firewalls, servers required to be connected into our wired network must be disclosed to Crown Melbourne in advance)

Package	Price per Day	Upload/Download Speed	WIRELESS or WIRED	Device Recommendation
Dedicated 10**	\$100	10Mbps	Wireless or Wired	Basic: 20 devices High: 5 devices
Dedicated 20**	\$175	20Mbps	Wireless or Wired	Basic: 50 devices High: 10 devices
Dedicated 50**	\$250	50Mbps	Wireless or Wired	Basic: 100 devices High: 25 devices
Dedicated 100**	\$350	100Mbps	Wireless or Wired	Basic: 400 devices High: 50 devices
Dedicated 300**	\$450	300Mbps	Wireless or Wired	Basic: 400+ devices High: 50+ devices

All packages share the upload/download speed

\*\*Limited availability



# Terms of Use

## GENERAL

This agreement is the Crown Melbourne Limited ("Crown") standard terms and conditions of use ("Terms of Use") for internet services including Wi-Fi services ("Service"). Crown provides this Service through its telecommunications wireless providers to our customers, patrons and guests ('you' or 'your') ('user/s').

By using the Service you acknowledge and agree that you have read and understand the Terms of Use and you agree to be bound by them. If you do not agree to the Terms of Use, please do not use the Service.

Crown may vary any of the Terms of Use from time to time and the obligation is on you to check these Terms of Use. Your continued use of the Service will constitute your acceptance of such variation.

Crown may terminate this licence at any time for our convenience and/or if you are in breach of any of the Terms of Use.

To use this Service you may require a compatible wireless enabled device (where applicable) and must agree to accept these Terms of Use.

Some registration (splash pages) display optional service packages (including variable speed and cost structures). It is the user's responsibility in selecting and accepting these packages.

You are responsible at your own expense for having compatible personal devices and associated software and configurations for use with the Service. You are responsible to pay all fees, costs and charges in relation to the device/s you use with the Service.

Crown does not warrant or represent that certain speeds

will be maintained or that the Service will be uninterrupted. Crown is not able to guarantee the security of the Service.

Crown shall make all reasonable efforts to ensure that the service is fully operational at all times. However, Crown does not warrant to the user that the Service will be fault free. The Service may be subject to interruptions due to operational difficulties, the breakdown or malfunction of equipment or software, interruptions in network and any other operating difficulties as may occur from time to time. Crown will endeavour to rectify any malfunctions, faults or problems but Crown is not obliged to rectify any such faults, malfunctions or problems associated with the Service within any specified timeframe.

Crown is not liable for any loss or damage suffered as a result of any interruptions and other service difficulties associated with the Service. To the extent that such liability cannot be lawfully excluded, our liability, at our option, shall be limited to the resupply of the service.

If you are in the process of downloading a file and you are automatically logged out of the Service, your partially downloaded file will not be saved and/or recoverable. Crown does not provide power, information technology advice or assistance to any user of the Service.

## USER OBLIGATIONS AND LIMITATIONS

In using the Service, you are bound by the conditions listed below. You must not use the Service to:

Carry out any illegal purpose;

Access obscene, defamatory or offensive material, including material that could be viewed in public or by minors, such as pornography or any other explicit adult material;

Or post defamatory, obscene or offensive material, that exploits people in a sexual or violent manner, promotes racism, bigotry, hatred or physical harm of any kind against any group or individual;

Harass or advocate harassment of another person or disturb or cause offence to others;

Send unsolicited bulk e-mails, junk mail, chain letters or unsolicited mass mailing, instant messaging or spamming;

Access someone else's account or collect other people's personal data without their consent or interfere with other network users;

Conduct advertisements and pop-ups, chat, peer-to-peer (although may be permitted for guests within Crown Hotels) or proxies and translators;

Promote an illegal or unauthorised copy of another person's copyrighted work, including but not limited to file sharing applications;

Promote any criminal activity or enterprise or provide instructional information about illegal activities;

Provide/create computer viruses, including but not limited to: trojans, worms, time bombs, or other computer programming routines that may damage, modify, delete, be detrimental to, or interfere with any system, data or personal information; or

Do anything which could cause Crown to be in breach of any law, code or instrument which governs its conduct or to incur a liability to any third person or entity.

Crown may conduct traffic analysis and web site audits to determine if any of the above conditions have been breached and whereby considered necessary report infringements to relevant legal and regulatory bodies.

Whilst using the Service



You are responsible for any charges incurred (such as subscribing to any internet offer/s);

You must not share password/s with other users; and

You do not have the right to resell this Service to a third party. Crown reserves the right to terminate any link at any time.

If you are subscribing to a Crown Free Wi-Fi Service certain restrictions are applicable. Crown reserves the right to suspend or remove access to the Service if:

Crown reasonably believes that your use of the Service is unreasonably excessive (in excess of the megabytes limit specified in the applicable registration page) unless prior written authorisation is arranged;

Crown reasonably believes that you are using the Service for criminal or illegal activities; or

You are otherwise in breach of these Terms of Use.

## SECURITY

The internet is an inherently insecure communication medium. You are solely responsible for:

Any information or data uploaded, downloaded or otherwise communicated via the Service;

Protecting your usernames, passwords and security based information;

Ensuring firewalls and virus protection is in place on your device/s; and

Checking the terms of use and privacy policy of each website you visit on a case by case basis and determining whether you accept such terms of use and/or privacy policies.

Crown is not in any way responsible for and shall not be liable for any loss of personal information, or damage to your property by viruses, or any other way, through your access to or use of the Service.

## PRIVACY

When you access the Service via the Crown Registration Page your device ID (MAC Address and/or IP Address) is recorded by the system to track your usage. This information is used to identify your device/s.

Crown reserves the right to filter the traffic on this Service at all times and the following conditions apply to the traffic:

Only common internet traffic protocols will be allowed; and FTP, VPN and Peer to Peer (for example) will not be transported (except where approved by Crown). When you use the internet via the Service, all your Internet traffic and e-mail passes through our selected internet equipment.

All of the transmissions from your device/s via this Service will be filtered as per the categories set out in the Terms of Use.

Crown does not, read or examine that traffic at any time in such a way as to see any personal data unless at any time Crown is required to do so by law and/or if you have authorised a waiver to do so (i.e. by acknowledging to participate in any official Crown promotional/marketing/ advertising campaign).

Crown reserves the right to collect, collate and use any data or user information which results from use of the Service for internal use only by Crown and subject to the Privacy Act 1988 (Cth).

You are solely responsible for how any third party, including but not limited to any website that you access and/or use through the Service, collects and/or uses your personal information.

While Crown takes all due care in ensuring the privacy and integrity of the information you provide, the possibility exists that this information could be unlawfully observed by a third party while in transit over the internet or while stored on our systems. Crown disclaims all liability to you to the greatest extent possible pursuant to law should this occur.

## LIMITATION OF LIABILITY

To the extent permitted by the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 ('the Australian Consumer Law')), Crown is not liable for any indirect or consequential loss, or loss of profits arising out of or in connection with this Agreement. To the extent permitted by the Australian Consumer Law, this Agreement expressly excludes every warranty, condition, liability or representation concerning any goods or any services supplied by Crown under or in connection with this Agreement. Where this Agreement (or part of this Agreement) is a consumer contract for the purposes of the Australian Consumer Law any exclusion or limitation of liability as set out in this Agreement is not intended to apply to the consumer guarantees or other requirements which cannot be excluded.

Crown is not liable for any goods and/or services purchased whilst online.

To the extent permitted by the Australian Consumer Law, Crown disclaims all liability for any loss of data resulting from delays, non-deliveries, service interruptions, technical difficulties or transmission of viruses.

## INDEMNITY AND RELEASE

You indemnify Crown at all times and hold Crown harmless from and against any loss (including reasonable legal costs and expenses), damage, claims, liabilities and proceedings against Crown by any person or relevant authority arising out of or in connection (directly or indirectly) with your use of the Service by you or any other person using your device or log in particulars which is in breach of these Terms of Use.

## CONTACT

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